

**DUTY STATEMENT**  
**DEPARTMENT OF STATE HOSPITALS - ATASCADERO**  
**PERSONNEL OFFICE**

<b>JOB CLASSIFICATION: OFFICE TECHNICIAN (TYPING)</b>
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**1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks.

40% General Receptionist Duties

- **Assist employees with questions or problems associated with various Personnel functions such as benefits, pay, and other services.** Responsible to research issues, including contact with CalPERS, health/dental/vision carrier, or other agencies. For difficult issues that can't be resolved on your own shall be referred to the appropriate Personnel Staff.
- Assist with Annual Health Fair. Responsible to contact all Health/Dental and Vision Benefit Carriers to request participation in the Health Fair. Generate written correspondence to coordinate dates, location, and publication of notice and set-up of main lobby. Act as liaison between participants and care providers.
- Receive inter-departmental and public telephone calls for Personnel staff using good judgment in screening and/or providing information to callers pertaining to personnel procedures and activities, often requiring detailed knowledge.
- Deliver outgoing mail to the mail boxes in the main Administration building by 9:30 a.m. and 2:30 p.m. daily; retrieve incoming mail from the Personnel mail box.
- Distribute incoming mail; receive and date stamp annual evaluations, probationary reports, Garnishments, EAP referrals, grievances, Accounts Receivable ½ Sheets, EDD correspondence, complaints, and subpoenas; route to appropriate person. Items in sealed envelopes marked confidential for the HR Director should not be opened, but date-stamped on the enveloped before being forwarded to HR Secretary.
- When an employee comes in to separate you are to prepare and start the checkout process paperwork for Personnel Specialist.
- Complete telephone employment verifications. Log and file completed employment verifications in appropriately labeled binder, once completed by the Personnel Specialist.
- Maintain and ensure signatures and mailing of all probation extensions. Follow desk procedures regarding probation extension process.
- Order and maintain a neat and current list of all forms within Personnel, including new hire forms.
- Distribute Leave Accounting Balance (LAB) reports to appropriate Department Heads.

- Maintain and update the new hire Federal Immigration forms (I-9) monthly. Purge separated employee I-9's monthly, per purge schedule.
- Complete FMLA eligibility verifications for FMLA Coordinator when necessary.
- Responsible to train limited duty employees on filing procedures, receptionist duties and other duties as required.
- Responsible for filing Personnel documents as needed.
- Assist Personnel Supervisor II and other personnel staff with filing, various special projects or requests from administration, other agencies, Headquarters, CalHR, etc.
- **Effectively follow oral and written direction.**

30% Records Management

- Distribute and monitor Merit Salary Adjustment's (MSA) and Special In-Grade Salary Adjustment's (SISA) on a monthly basis. Maintain and process report for MSA/SISA approvals and disapprovals. Notify Personnel Specialist in a timely manner regarding disapprovals.
- Responsible to log all written employment verification requests received. Ensure form contains employee's signature authorizing release of information. Distribute to appropriate Personnel Specialist for completion of dates of employment and salary information. Personnel Specialist will return completed form to you for filing.
- Complete certified mail slips and maintain log of all certified mail sent from the transactions unit.
- Send out notifications to process Notice of Personnel Action (NOPA) after Personnel Specialist has approved (Initial will be in corner). Send reminder notices to employees who have not complied within 1 month of sending first notice.
- Advise employees of general information found on forms in Personnel. Refer unknown questions to Personnel Specialist or appropriate HR staff.
- Distribution of monthly notices of Individual Development Plans (IDP) prior to the birth month.
- Complete Certified Return Receipts and log for tracking probation extensions.
- Compile Monthly 634's (Absence Report) for departmental pick-up by the first of the month. (These are ordered online through Graphic Arts)
- **Ensure all forms are current and ordered timely from other agencies or graphic arts if necessary.** Print good copies of forms, photocopying forms is not allowed.

15% Procedure Implementation and Update

- **Keep informed of changes in policies and procedures in Personnel.** For example health benefits, dental, vision, cash option, medical & dependent

care reimbursement programs, savings plus program, open enrollment procedures, etc.

- Provide general information to employees regarding savings bonds, direct deposit, long term disability insurance, retirement information and application process, leave of absence, family medical leave, legal services, employee assistance program, worker's compensation, Non-Industrial Disability Insurance, and State Disability Insurance.
- Attend training as needed.

15% Supply Management

- Establish, organize and maintain supply ordering system for the Personnel Office. Maintain supply log to ensure low stock items are re-ordered in a timely manner.
- As forms are revised or changed, new stock is ordered and outdated material is recycled. All forms are to be ordered or printed not copied to ensure legibility and good quality. This includes all forms and booklets used at the front reception area for all employee benefit programs and all other forms and supplies for the Personnel Office.

**2. SUPERVISION RECEIVED**

Staff Services Manager I

**3. SUPERVISION EXERCISED**

None

**4. KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

**ABILITY TO:** Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

**5. REQUIRED COMPETENCIES**

**INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

**SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

**CPR**

N/A

**MANAGEMENT OF ASSAULTIVE BEHAVIOR – N/A****CULTURAL AWARENESS**

Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.

**PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

**SITE SPECIFIC COMPETENCIES**

Knowledge of employee benefit programs, and personnel policies and procedures.

**TECHNICAL PROFICIENCIES**

Ability to operate a computer, photocopier and fax machine.

Ability to type at a speed of not less than 40 wpm.

**6. LICENSE OR CERTIFICATION**

N/A

**7. TRAINING – Training Category = 10**

The employee is required to keep current with the completion of all required training.

**8. WORKING CONDITIONS**

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential functions.

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Employee Signature

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Print Name

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Date

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Supervisor Signature

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Print Name

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Date

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Reviewing Supervisor Signature

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Print Name

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Date